

**Western Cape: Matzikama Municipality (WC011) - Schedule of Service Delivery Standards Table 2019/2020**

Standard	Description	Ref	Service Level
<b>Solid Waste Removal</b>			
	Premise based removal (Residential Frequency)		weekly
	Premise based removal (Business Frequency)		weekly/ 2 x weekly
	Bulk Removal (Frequency)		monthly
	Removal Bags provided(Yes/No)		yes
	Garden refuse removal Included (Yes/No)		No
	Street Cleaning Frequency in CBD		daily
	Street Cleaning Frequency in areas excluding CBD		monthly
	How soon are public areas cleaned after events (24hours/48hours/longer)		24hours
	Clearing of illegal dumping (24hours/48hours/longer)		48hours
	Recycling or environmentally friendly practices(Yes/No)		yes
	Licenced landfill site(Yes/No)		yes, Only one
<b>Water Service</b>			
	Water Quality rating (Blue/Green/Brown/NO drop)		Blue = 61 / Green = 58
	Is free water available to all? (All/only to the indigent consumers)		6 kl to all consumers
	Frequency of meter reading? (per month, per year)		per month
	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		based over 3 months
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)		one month
	<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>		
	One service connection affected (number of hours)		2 - 3 hours
	Up to 5 service connection affected (number of hours)		3 - 5 hours
	Up to 20 service connection affected (number of hours)		5 - 7 hours
	Feeder pipe larger than 800mm (number of hours)		N/A
	What is the average minimum water flow in your municipality?		2778 litres per second
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
	How long does it take to replace faulty water meters? (days)		1 - 2 days
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
<b>Electricity Service</b>			
	What is your electricity availability percentage on average per month?		95%
	Do your municipality have a ripple control in place that is operational? (Yes/No)		no
	How much do you estimate is the cost saving in utilizing the ripple control system?		N/A
	What is the frequency of meters being read? (per month, per year)		monthly
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		three months
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)		one month
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Immediately
	Are accounts normally calculated on actual readings? (Yes/no)		yes
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
	How long does it take to replace faulty meters? (days)		2 hours
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
	How effective is the action plan in curbing line losses? (Good/Bad)		Good
	How soon does the municipality provide a quotation to a customer upon a written request? (days)		1-2 days
	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		1-7 days
	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		1 day
	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		1-7 days
<b>Sewerage Service</b>			
	Are your purification system effective enough to put water back in to the system after purification?		yes
	To what extend do you subsidize your indigent consumers?		actual service per month
	<b>How long does it take to restore sewerage breakages on average</b>		
	Severe overflow? (hours)		2 - 4 hours
	Sewer blocked pipes: Large pipes? (Hours)		2 - 4 hours
	Sewer blocked pipes: Small pipes? (Hours)		2 - 4 hours
	Spillage clean-up? (hours)		2 - 4 hours
	Replacement of manhole covers? (Hours)		1 - 3 hours
<b>Road Infrastructure Services</b>			
	Time taken to repair a single pothole on a major road? (Hours)		3 hours
	Time taken to repair a single pothole on a minor road? (Hours)		2 hours
	Time taken to repair a road following an open trench service crossing? (Hours)		5 hours
	Time taken to repair walkways? (Hours)		3 hours
<b>Property valuations</b>			
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)		three months after GV
	Do you have any special rating properties? (Yes/No)		no
<b>Financial Management</b>			
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		No change
	Are the financial statement outsourced? (Yes/No)		Yes

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	Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?		Yes
	How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 Days
	Is there advance planning from SCM unit linking all departmental plans quaterly and annually including for the next two to three years procurement plans?		No
<b>Administration</b>			
	Reaction time on enquiries and requests?		1 day
	Time to respond to a verbal customer enquiry or request? (working days)		1 day
	Time to respond to a written customer enquiry or request? (working days)		10 days
	Time to resolve a customer enquiry or request? (working days)		1 to 5 days
	What percentage of calls are not answered? (5%,10% or more)		2%
	How long does it take to respond to voice mails? (hours)		Not applicable
	Does the municipality have control over locked enquiries? (Yes/No)		Yes
	Is there a reduction in the number of complaints or not? (Yes/No)		No
	How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		1 Week
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		0 Times
<b>Community safety and licensing services</b>			
	How long does it take to register a vehicle? (minutes)		2 - 4 MIN
	How long does it take to renew a vehicle license? (minutes)		2 - 4 MIN
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)		2 - 4 MIN
	How long does it take to de-register a vehicle? (minutes)		2 - 4 MIN
	How long does it take to renew a drivers license? (minutes)		7 - 10 MIN
	What is the average reaction time of the fire service to an incident? (minutes)		15 MIN
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		15 MIN MAX
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		40 Min STANDARD
<b>Economic development</b>			
	How many economic development projects does the municipality drive?		6
	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		6
	What percentage of the projects have created sustainable job security?		75%
	Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		Yes
<b>Other Service delivery and communication</b>			
	Is a information package handed to the new customer? (Yes/No)		Yes
	Does the municipality have training or information sessions to inform the community? (Yes/No)		Yes
	Are customers treated in a professional and humanly manner? (Yes/No)		Yes